Customer services in public sector banks

7542. SHRI GOVINDRAO ADIK: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that public sector banks in the country are far behind foreign banks in so far as modernisation in the working and improvement of customer services are concerned;

(b) if so, the details thereof; and

(c) what positive steps Government have so far taken or propose to take to improve the working and customer services of the public sector banks in order to fact the stiff competition from foreign banks?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKHAR MURTHY): (a) to (c) Reserve Bank of India (RBI) had constituted a Committee on Customer Service in Banks under the Chairmanship of Shri M. N. Goiporia, the then Chairman, State Bank of India in September, 1990 to go into the various aspects of customer service in banks, and make suitable recommendations for improvement. RBI have carefully examined the various recommendations of the Committee and have suitably advised all scheduled commercial banks to take steps to implement majority of the recommendations. In so far as modernisation in the working of banks and improvement in customer service is concerned, as on 31-12-93, public sector banks had partially/fully computerised 41 branches. In addition, public sector banks have prepared plans for total computerisation of 400 branches during the next 2/3 years.

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7543. SHRI GOVINDRAO ADIK: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that some big tyre producers have suggested Government to impose excise duty on tyres and tubes of animal driven vehicles (ADV) whereas the All India tyre Dealers Federation (AITDF) has appealed to Government to reject this suggestion in the larger interest of the rural population;

(b) if so, the details thereof;

(c) whether Government will consider not to levy excise duty on ADV tyres and tubes as this excise duty would hit lakhs of rural poor bullock-cart owners who will have to pay the high prices; and

(d) if so, the particulars thereof and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKHAR MURTHY): (a) and (b) The Government has received a request from the Automotive Tyre Manufacturers Association (ATMA) for imposition of nominal excise duty on animal driven vehicle (ADV) tyres. However the All India Tyre Dealers Federation (AITDF) has suggested the continuation of exemption from excise duty on annual driven vehicle (ADV) tyres and tubes.

(c) At present, there is no specific proposal under consideration for imposition of excise duty on the exempted varieties of animal driven vehicle (ADV) tyres and tubes.

(d) Does not arise in view of (c) above.

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7544. DR. BAPU KALDATE: Will the Minister of FINANCE be pleased to state:

(a) whether foreign aid has been received for Latur earthquake relief measures;